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Revised

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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**TITLE:** **WORKERS' COMPENSATION MANAGER**

**DEFINITION**

Under general direction, to coordinate the City's self administrated Workers' Compensation Program; to supervise the claims handling and settlements of claims; to communicate with Claims Administrators, physicians, and attorneys to resolve claims issues; and to perform other related duties as required.

**REPORTS TO:** Human Resources Director

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Human Resources Director. Exercises lead responsibility, and/or direct supervision over professional, para-professional, technical, and administrative support staff as assigned.

**EXAMPLES OF DUTIES**

Typical duties may include, but are not limited to, the following:

- Assist in the development and implementation of goals, objectives, policy and procedures, and priorities.
- Supervise, review, examine, and adjust Workers' Compensation claims.
- Review Claims and provide recommendations for future handling.
- Supervise, train, and evaluate professional, technical, and clerical staff as assigned.
- Advise employees and dependents of entitlement to Workers' Compensation benefits under State law and City policy as required.
- Coordinate and conduct training for departments regarding procedures and reporting deadlines involving work related injuries.
- Attend WCAB hearings and authorize settlements as directed by the Principal Human Resources Analyst.
- Supervise the preparation, or filing, and maintenance of required records, forms, and reports.
- Compile pertinent facts, make thorough analyses, and arrive at sound decisions

**QUALIFICATIONS**

**Knowledge of:**

- State of California Labor Code and Workers' Compensation Law.
- Medical terminology, anatomy, and technical terminology used in the medical profession related to the cause and treatment of occupational injuries and diseases.
- Investigative techniques, methods, and procedures.
- Record keeping and report writing practices and procedures.

- Principles of supervision, training and performance evaluations.
- Computer and software applications pertinent to claims administration.

**Ability to:**

- Compile pertinent facts, make thorough analyses on Workers' Compensation claims, and arrive at sound decisions.
- Understand, interpret, and apply State Labor Code, Workers' Compensation Law, and City regulations.
- Deal effectively with employees and the public.
- Prepare and maintain a variety of technical records and reports.
- Present ideas concisely and effectively, orally and in writing.
- Supervise, train, and evaluate assigned staff.
- Utilize computers and relevant software in managing, analyzing, and processing claims.

**Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's degree from an accredited college or university. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Experience: A range of three to five years of responsible experience in the reserving, adjusting, analyzing, and settling claims in a self-insured environment. Supervisory experience is highly desirable.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENT**

Possession of a California State Certification of Claims Administrator.

Possession of an appropriate, valid, Class "C" California Motor Vehicle Operator's License.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Workers' Compensation Manager

**TO:** Principal Human Resources Analyst